

RFQ #12-006-63
Ambulance Service for Shelby County, Tennessee
Clarification Questions and Answers

Questions/Comments

1. I know we received the average number of calls; however, is there data available for the number of actual transports?

We do not have any data on the number of transports.

2. Is there a breakdown of the call volume and call transports by city or zone available?

ARLINGTON	574
COLLIERVILLE	1,905
GERMANTOWN	1,994
LAKELAND	521
MILLINGTON	1,512
SHELBY COUNTY	6,439
2011 TOTALS	12,945

3. What type of deployment model is currently being used?

Currently there are fourteen (14) emergency ambulances in service 24 hrs. a day, 7 days a week. Twelve (12) of these units are housed in Fire Stations throughout Shelby County. The remaining two (2) units are housed in property leased by the current vendor. The unit personnel work directly with local Fire Departments involving EMS (911) response as well as support on Working Fires to provide Fire ground rehab.

Involved entities and areas of response include:
Shelby County, TN (Unincorporated Areas)
Lakeland, TN,
Germantown, TN
Collierville, TN
Millington, TN
Arlington, TN

All units are dispatched by the Shelby County Fire Alarm Office. The contract is performance based meaning units must respond and arrive on scene within 10 minutes 30 seconds in the unincorporated areas with a success rate of 90%. Units are required to arrive on scene within 9 minutes 30 seconds in the municipal areas with the same success rate of 90%.

4. In regards to the list and description of ambulance services that the company and key personnel have been in reasonable charge of relating to 911 ambulance response, patient treatment, and transport, can you please establish a minimum number of examples Shelby County Government would like included.

A minimal number of examples have not been set due to the uniqueness of each ambulance service. Please provide information based on your operations involving experience in the (911) system.

5. On the description of current financial institution data and contact information, what is the term data referring to, is this just the name and location of the financial institution?

Please provide the Name, Address and Contact Person for the Institution.

6. With regards to current clients and contact information, what is the minimum number of examples does Shelby County Government want included? Are these local or national contacts Shelby County Government is requesting and is it strictly 911-based or a combination of 911 and General Transport contacts?

There is no minimum number; however Shelby County Government is looking for a qualified, professional and experienced ambulance service provider. Contact information can come from both local and national based services with the primary focus on 911 responses.

7. Is it the County's desire to see a full pricing proposal at this RFQ stage?

At this time, Shelby County Government is only requesting qualifications in regards to this RFQ; pricing is not to be included in your response.